

FIG. 1

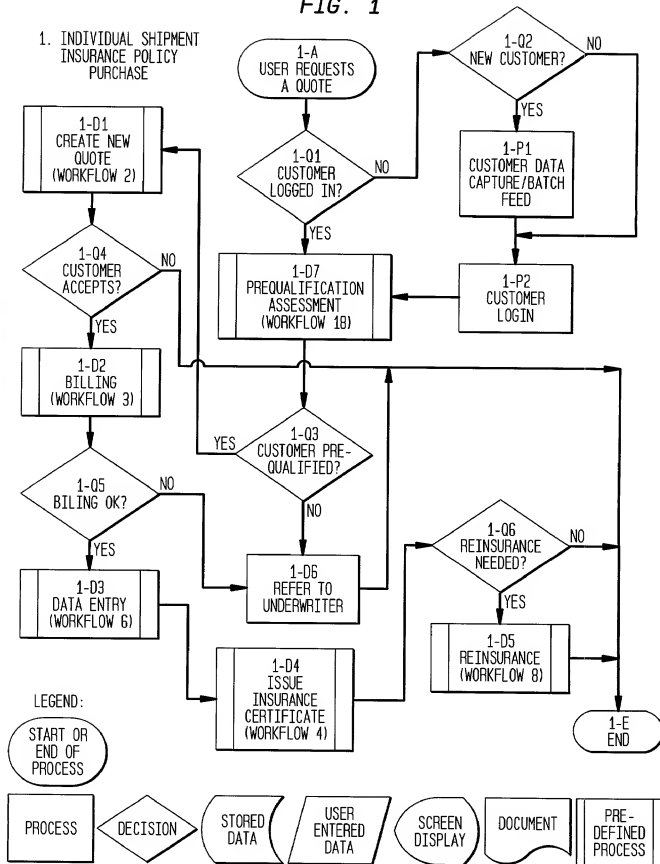
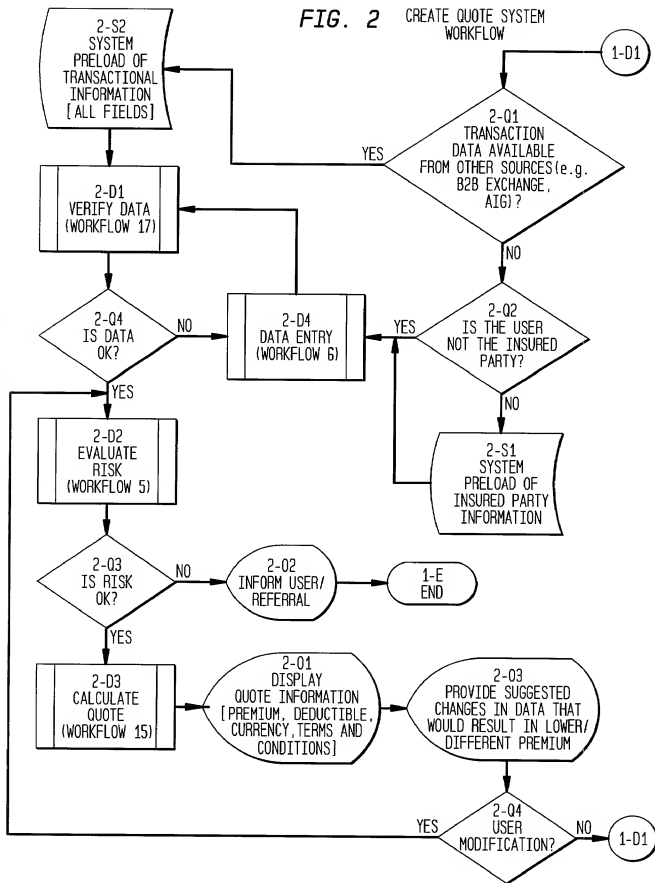
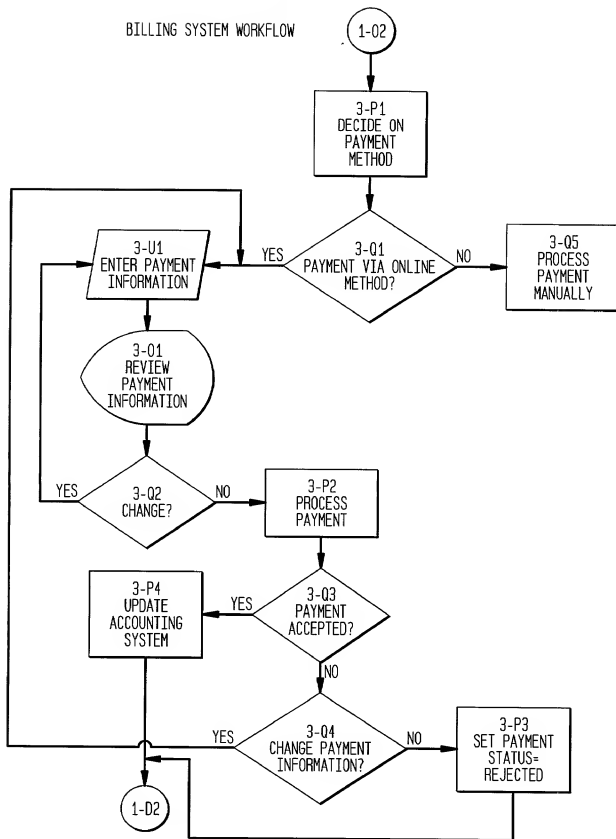
1. INDIVIDUAL SHIPMENT
INSURANCE POLICY
PURCHASE

FIG. 2 CREATE QUOTE SYSTEM
WORKFLOW

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FIG. 3

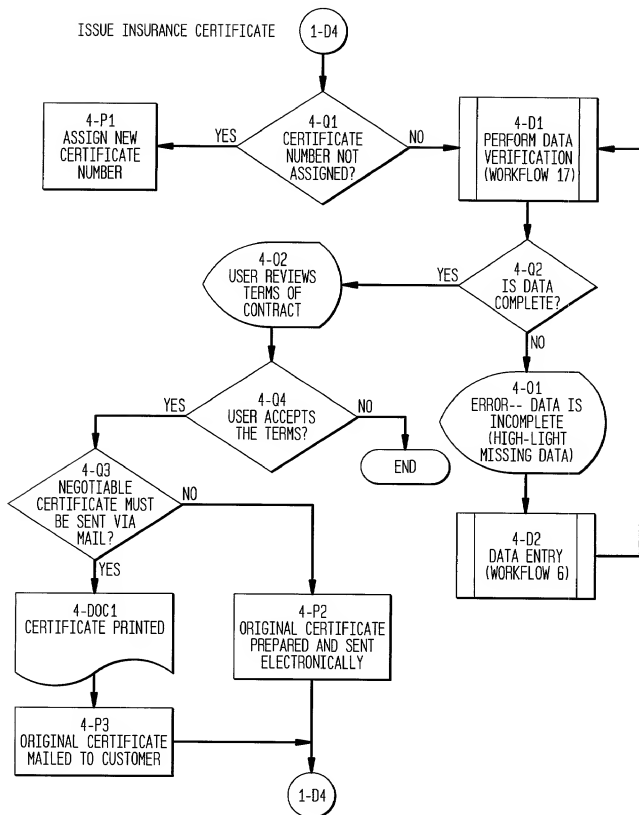
BILLING SYSTEM WORKFLOW



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FIG. 4



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FIG. 5

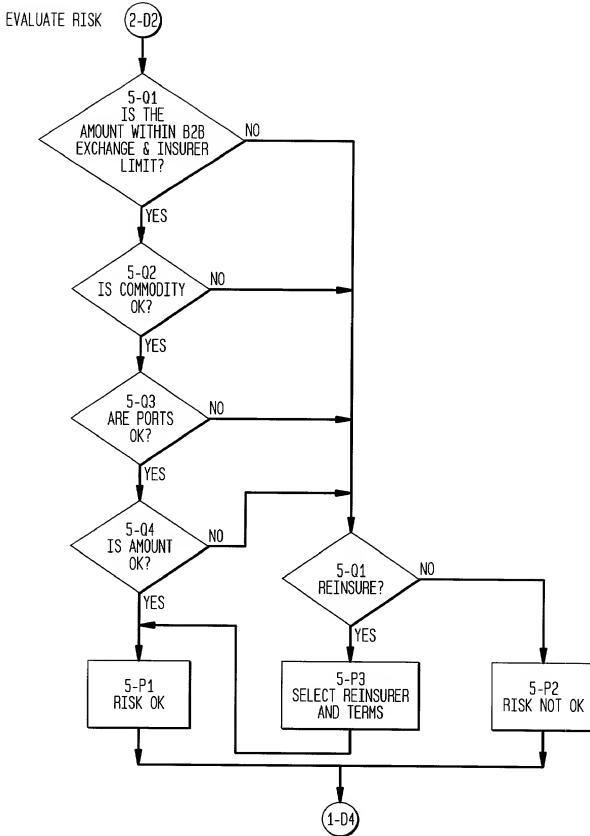


FIG. 6

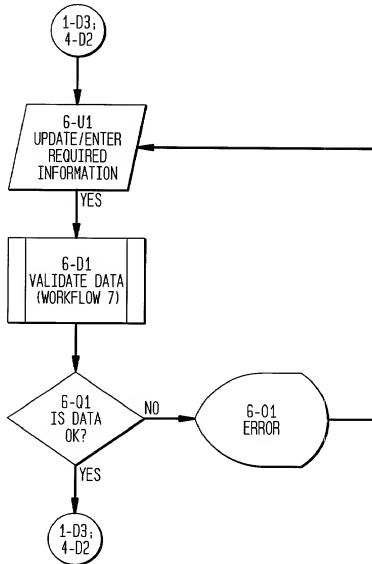
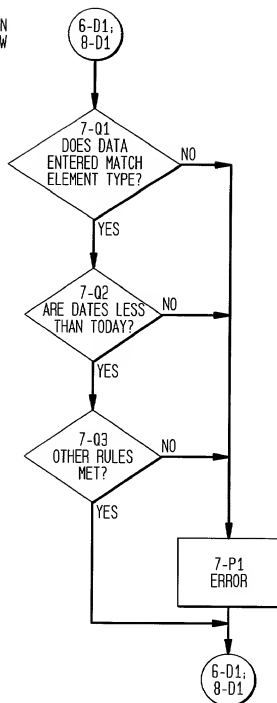
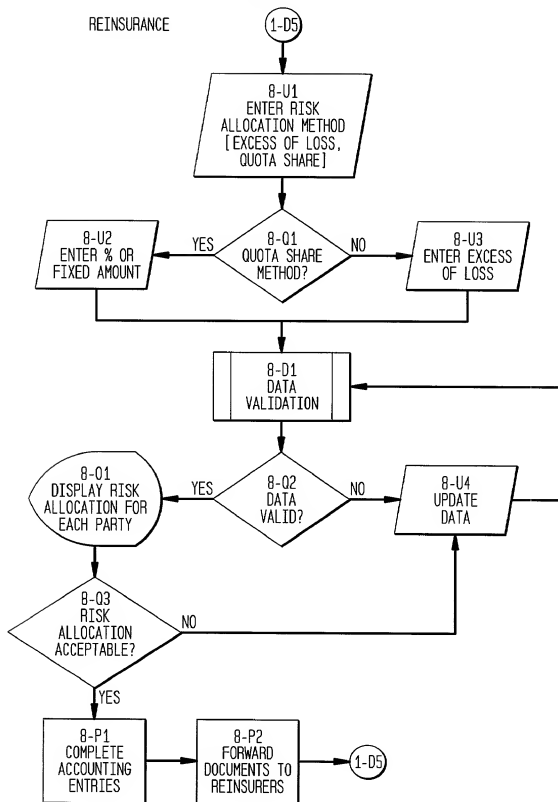
SHIPMENT DETAIL DATA
ENTRY SYSTEM WORKFLOW

FIG. 7

DATA VALIDATION
SYSTEM WORKFLOW

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FIG. 8

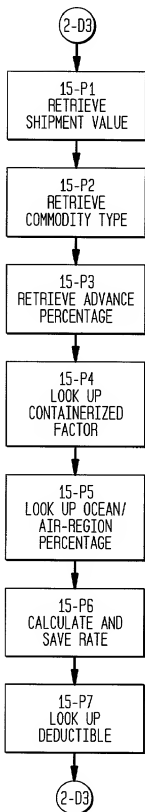


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FIG. 9

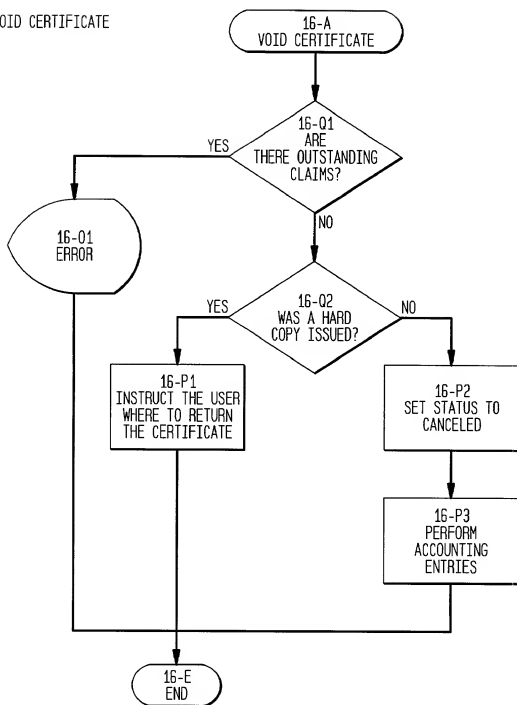
CREATE QUOTE



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FIG. 10

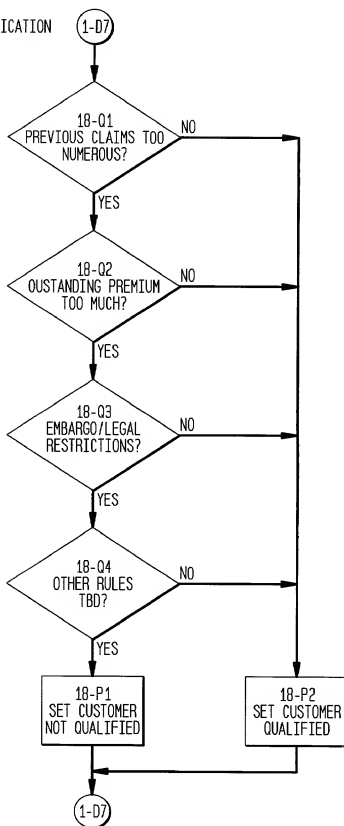
VOID CERTIFICATE



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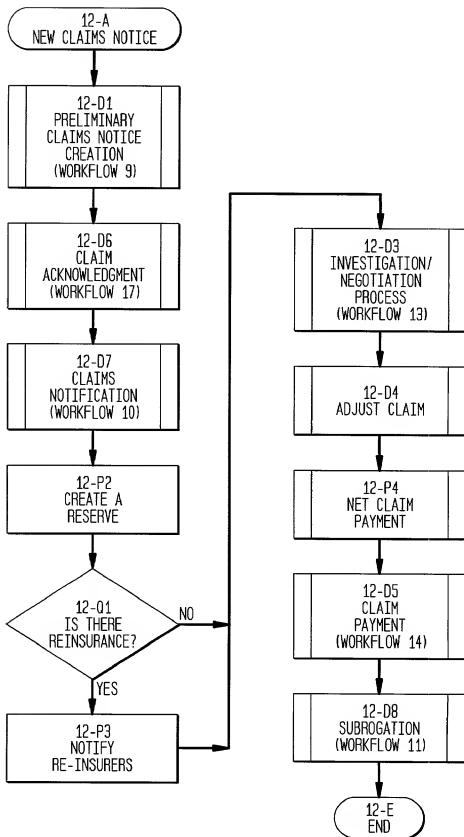
FIG. 11

CUSTOMER PRE-QUALIFICATION



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FIG. 12

CLAIMS--SYSTEM
WORKFLOW OVERVIEW

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FIG. 13

CREATE CLAIMS NOTIFICATION

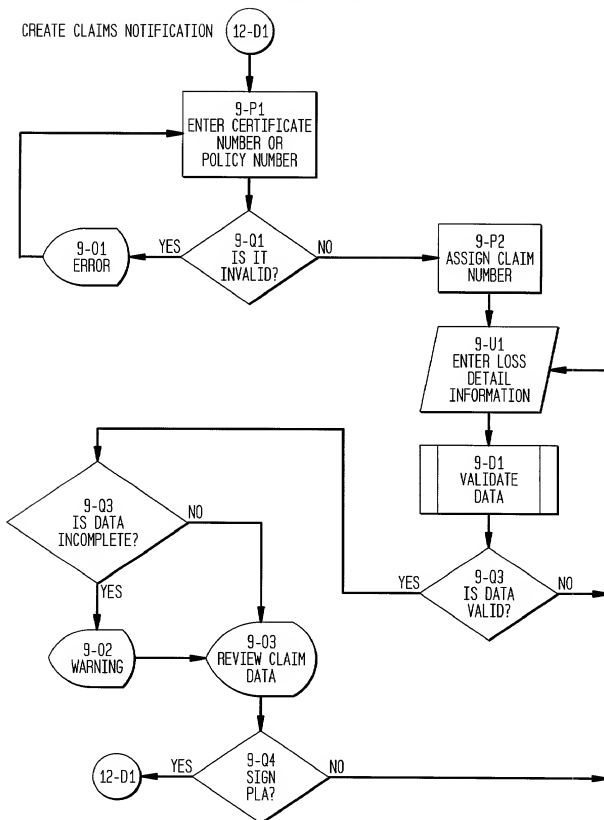
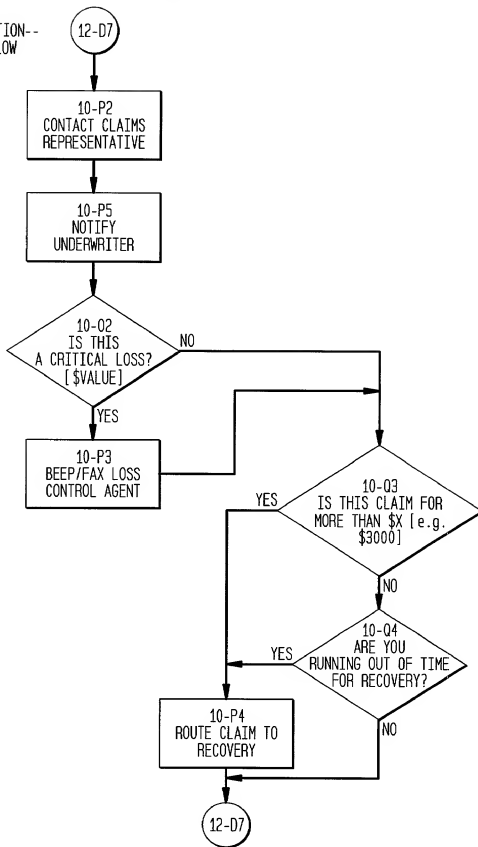
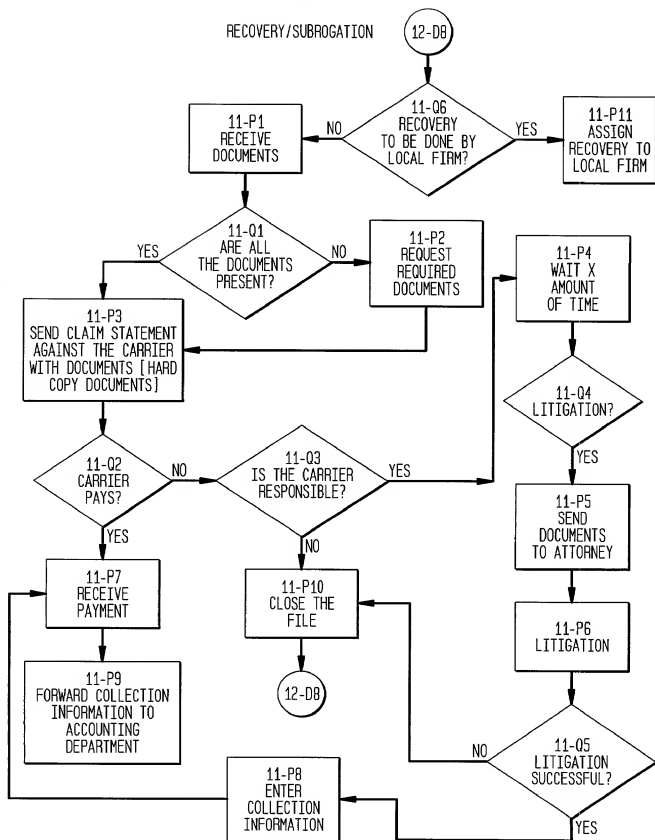


FIG. 14

CLAIMS NOTIFICATION--
SYSTEM WORKFLOW

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FIG. 15



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FIG. 16

INVESTIGATION/NEGOTIATION

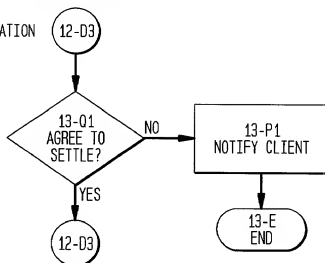
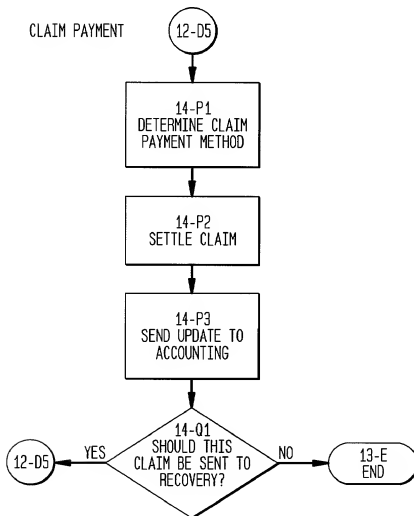


FIG. 17

CLAIM PAYMENT



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FIG. 18

CLAIM ACKNOWLEDGMENT

